Exhibit 4: Customer Complaint Procedures

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Dispute Process

If you receive a call from a customer who is disputing part or all of their bill **AND** you cannot resolve their issue without seeking help from another Broadwing department outside of Customer Care, please follow the steps below to ensure th customer is not disconnected prematurely:

Step 1

Ask the customer for their account number and all applicable circuit IDs.

Step 2

Send an email to **DL_Collections Disco** with the information from Step 1 along with a brief description of the dispute and what department(s) are being engaged to help resolve the matter.By sending this email, you are ensuring that our customer's service will not be disconnected and they will not receive collection ca for a period of 7 calendar days during which time we will work to resolve their dispute.

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Dispute Calls: Hand-off from GC Services

The following procedure should be followed in the event Collections is speaking with a customer and the customer states they have a dispute under $5,000 or notes indicate that the customer has previously spoken with Customer Care:

Step 1
GC Services speaks with customer and a dispute is identified

Step 2
GC service representative warm transfers the customer to Customer Care at 1-800-422-1199. (GS Service will need to input the account number into the IVR to route the call appropriately)

Step 3
GC Services will provide Raptor Representative with the following:

- Account #
- Account Name
- Environment
- Brief description of the dispute

Step 4
GC Services annotates the account that a warm transfer took place and the name of the Care representative owning the issue

Step 5
From this point, the Customer Care representative will own the issue to completion.

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Customer Escalation

Customer Escalation refers to the step after you have done everything to support and satisfy the customer within your level of authority. If customer requests a higher level of authority to intervene, the situation then becomes a Customer Escalation.

We all strive to provide the best customer service possible. However, no matter how hard we try to satisfy customers, there will be those that wish to speak to someone other than you. By utilizing your customer service skills, you should always make a verbal effort with the customer to calm, appease, and keep them satisfied at the representative level. Educating the customer is critical in order to manage their expectations. Above all, take ownership of the call and do not escalate to a supervisor unless it is absolutely necessary or the customer insists o a higher level of authority.

In the event that a customer requests a higher level of authority for resolution of their problem, you must adhere to the following process.

Step 1
Access the customer's account in the appropriate billing system. Review all notes on the account related to the customer's issue.

Step 2
Access Onyx and determine if a trouble ticket has been created that refers to the customer's problem.

Step 3
After reviewing the notes on the account and any trouble ticket that may exist, determine if escalation efforts are already in progress. You should not duplicate efforts.

- If another CCR is currently working the issue, inform the customer of this a of any status information that is noted in the trouble ticket or in the accoun notes. Inform the customer that the CCR will be contacting the customer based on their outstanding commitment.
- Notify the CCR that the customer has contacted you and that you have provided an updated status. This CCR will still be the owner of this issue; yo have simply assisted the customer on the CCR's behalf.
- If the customer insists that you work the issue, then you should create a ne commitment and advise the other CCR to cancel their commitment.

* If the customer insists on a higher level of authority, proceed to Step 4 for *Aust* or *Baton Rouge*.

Step 4

Austin
Warm-transfer the call to the Analyst Queue at extension 28844, to explain the situation.

Baton Rouge
Warm-transfer the call to the Customer Care Help Desk at extension 43171. The Help Desk rep will attempt to handle the problem for the customer.

Step 5
If the Help Desk representative cannot resolve the problem for the customer, the will warm-transfer the call to the Escalation Desk Supervisor at extension 45999 explain the situation.

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Internal Escalation of Trouble Tickets

Escalation Level 1 - Supervisor

1. Care rep advises Supervisor of need to escalate and reason
2. Supervisor reviews the ticket to ensure it qualifies for escalation
3. Supervisor calls/emails Supervisor/Manager of appropriate department with ticket number
4. Supervisor notes the ticket, changes escalation box to level 2 and notes correct billing system

Escalation Level 2 - Manager

1. Supervisor advises Manager of need to escalate and reason
2. Manager reviews the ticket to ensure it qualifies for escalation
3. Manager calls/emails Senior Manager of appropriate department with ticket number
4. Manager notes the ticket, changes escalation to box to level 3 and notes correct billing system

Escalation Level 3 - Director

1. Manager advises Director of need to escalate and reason
2. Director reviews the ticket to insure it qualifies for escalation
3. Director calls, emails or pages Director of appropriate department with ticket number
4. Director notes the ticket, changes escalation to box to level 4 and notes correct billing system

Escalation Level 4 - Vice President

1. Director advises VP of need to escalate and reason
2. VP calls, emails, or pages VP of appropriate department with ticket number

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Trouble Escalation

Trouble Escalation refers to trouble tickets in the Onyx application that are interna escalated within Broadwing. Trouble tickets typically involve issues with customer service outages, network outages, or technical problems.

There are two types of internal escalations involving Trouble Tickets:

Automatic Escalations (generated by Onyx)
These are trouble tickets automatically escalated within the Oynx system when th ticket has not been worked over a certain timeframe. Other groups are paged whe tickets are escalated. Customer Care does not have control of these system-generated escalations.

Manual Escalations (manually escalated by supervisors)
Only supervisors and above can escalate manually. However, you are still responsible for contacting and keeping commitments with the customer.

- **Escalating Troubles Manually**
- **Internal Escalation Process**
- **Who Handles What**

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Escalating Troubles Manually

Customers sometimes call in requesting escalations on their trouble tickets. This does not automatically warrant an escalation. Your main goal is to provide excelle customer service and escalating every request is not always the best service you can give the customer, or the technicians working the tickets.

You should always utilize your customer service skills to make a verbal effort with the customer to calm, appease, and keep them satisfied at the representative lev It is critical to educate the customer regarding trouble repairs in order to manage their expectations. Be aware of the following mean time to repair (MTTR) interval and advise the customer appropriately:

Type of Trouble	MTTR
DS3 or above, high priority ticket	2 hours
High Priority	4 hours
Medium Priority	12 hours
Low Priority	24-36 hours

If the customer calls in 30 minutes after reporting a low priority trouble, you wou not initiate an escalation. First look at the ticket to determine if the escalation is warranted. If it is, adhere to the following procedure:

Step 1

Access the trouble ticket in Oynx that refers to the customer's problem.

Step 2

Determine if escalation efforts are already in progress. You should not duplicate efforts.

- If another Care rep is currently working the issue, inform the customer of t and of any status information that is noted in the trouble ticket. Inform the customer that the responsible rep will be contacting them, based on their outstanding commitment.
- Notify the responsible rep that the customer has contacted you and that yo have provided an updated status. They will still be the owner of this ticket; you have simply assisted the customer on their behalf.
- If the customer insists that you work the issue, then you should create a ne commitment and advise the other Care rep to cancel their commitment.

Step 3

If no escalation is in progress, inform the customer that you will submit their request for review. Do not, however, tell the customer that you are escalating the ticket.

Step 4

Make a commitment to the customer based on their preferences.

Making a Commitment

Step 5

Send an email to both your supervisor and the Level II rep with the following information:

- Ticket number
- Customer name
- Reason for escalation request
- Escalation level

Example

A private line ticket #101000 for Net2000, *escalated to a third level*, will contain the Subject Line: **Net2000 Private Line Ticket 101000 Esc. 1st Level**

Step 6

Internally, your supervisor or the *Level II rep will review* the escalation requests and approve or deny within the hour. This is internal information only and is not t be given to the customer

Step 7

Note the trouble ticket and the account of all actions taken.

*** If your supervisor requests additional information, you must contact th customer to obtain that information *in order for* the ticket to be worked. is up to you to own the issue and keep track of how the ticket is being handled. Your supervisor and Level IIs are not contacting the customer s you must take full *accountability*.**

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Who Handles What

Trouble or Issue	Responsible Group
Voice	
Dedicated Voice	NMC Trouble Repair
Switched	NMC Trouble Repair
Long Distance	NMC Trouble Repair
Data	
Private Line	NMC Private Line
DAL (Dedicated Access Line)	NMC Trouble Repair
Frame Relay/ATM	DSNOC
CPE	CPE Services & appropriate NOC
Internet	
Dedicated Internet	INOC
Dial-up Internet	ISOC
Integrated Access	Depends on specific problem
Web Hosting Trouble	ISOC
eCommerce Trouble	ISOC
Managed Modems	IDOC
Hosting Center	Data Center (Hosting Center)
Provisioning	
Integrated Access orders (IA1, IV1, II0, IF0, IP0)	Heather Russell - Manager
Private Line orders (RP1, RP0, T1Z)	Marian West - Manager
ATM / Frame orders (FR1, FR0, AT1, AT3)	Norma Wood - Sr. Manager
Internet and Hosting Center orders (IN1, IN3, IN0, Hosting)	Pat Anderson - Sr. Manager
DAL and RespOrg (SD1, SD3)	Randy Hugg - Manager
Billing Issues	TM Business Billing OPS
Additions to services	Sales Agent
Changes on DAL Form	Immediate Supervisor, then QSC Group
Contract Issues or Investigation	Retail Order Acceptance or Business Records